THE DASHBOARD PAGE: INTRODUCTION

The **Dashboard page** is the first page you will see when arriving into LiveDesk

The Dashboard page is primarily an information page that presents you with useful information and functionality to assist you in managing your working day and week.

The Dashboard page is comprised of **four widgets** – these widgets contain useful information and are **highlighted below**. The next few pages will outline the information and functionality this page offers you as an agent.

THE DASHBOARD PAGE: OVERVIEW

The **Dashboard page** provides a <u>summary</u> of your current day and week. It also allows you to view your most recent holidays, and contains a number of 'quick links' designed to assist you in opening applications and accessing pages within TeamTonic in an efficient manner.

2

MY DAY   View Week Schedule

Time	
08:00	
09:00	📞 09:00 - 11:30 Calls Broadband
10:00	
11:00	
12:04	
13:00	✉️ 12:30 - 15:00 Emails Broadband
14:00	
15:00	
16:00	✉️ 15:30 - 17:00 Emails Broadband
17:00	
18:00	
19:00	

Legend
🟦 Scheduled 🟩 Adhered 🟨 On Break 🟥 No Show 🟪 Overtime

Left sidebar:
- TeamTonic
- Dashboard
- Scheduler
- Apps and Docs
- Holidays

Dashboard   Ⓜ Mark

1

BULLETIN

Client: Blackberry

Client: Test Client

Port Meadow
(21 Feb, 2022)

Client: MediaOne

Client: Cloudworks Staging Client

alarm New
(21 Feb, 2022)

3

CURRENT WEEK   Apr 18 - Apr 24, 2022

Worked	MCH	Booked
1.66h	24h	20h

4

HOLIDAYS STATUS

Mon 09 May, 2022	Tue, Sat (5h)	Declined
Mon 09 May, 2022	Fri (4h)	Pending
Mon 09 May, 2022	Thu (-2h)	Pending
Mon 04 Apr, 2022	Wed (2h)	Approved

View All

Side notes:

- Your username is displayed at the top right hand side of all pages within TeamTonic.
- At the end of your shift select this option to **log out**:

Ⓜ Mark
Logout

3

The Current Week module:

- **Worked:** displays the hours you have adhered, in addition to any overrun and client-app downtime exceptions.
- **MCH** confirms the number of hours you are required to work for the current week
- **Booked** confirms the hours you have booked for the current week, and allows you to make sure you are achieving your MCH for the current week.
- **!** The **Booked metric** <u>**does not**</u> include holidays – this can be checked on the scheduler page if you want to make sure you have booked your MCH for the current week (this is discussed within the Using Preferred Scheduelling and the Scheduler article)

4

The Holiday Status section:

- Displays a summary of your most recent holidays, and whether your holidays have been **Approved**, are Pending approval, or if they have been **Declined**

Selecting the **View All** option will take you straight to the Holidays page within TeamTonic (see the article 'Managing your Holidays and Using the Holidays Page' for further details relating to Holidays)

1
The Bulletin displays important company updates

2
My Day: Provides a summary of your shifts for the day in addition to providing links to applications required to work that activity, and adherence information for the day.

The **My Day** widget located at the middle of the dashboard page provides you with an 'at a glance' summary of your working day in addition to providing you with 'quick links' to other areas of TeamTonic, and your adherence information:

Icons allow you to see at a glance which activity you are booked into work:

Calls:	
Training/Coaching/Grad Bay:	
LiveDesk:	
Emails:	
Admin:	

MY DAY — View Week Schedule

08:00

09:00 — 09:00 - 11:30 Calls Broadband

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11:00

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15:00

15:30 - 17:00 Emails Broadband

16:00

17:00

18:00

19:00

Legend
- Scheduled
- Adhered
- On Break
- No Show
- Overtime
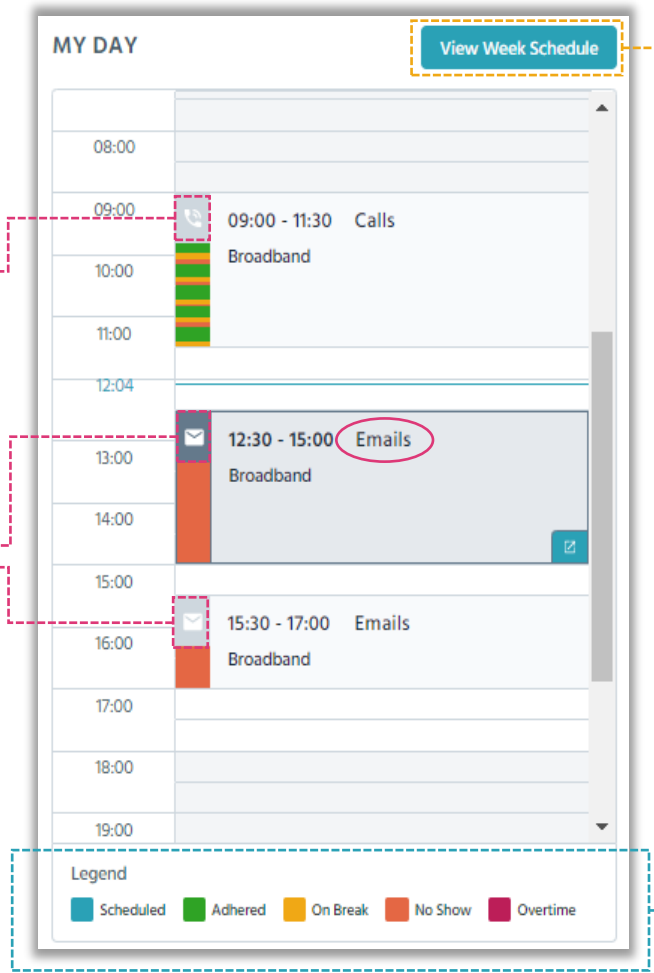
The **View Week Schedule** button is a quick link to the scheduler page (the **Scheduler page** is discussed in more detail later).

Scheduler

MY DAY — View Week Schedule

09:00 — 09:00 - 11:30 Calls Broadband

10:00

11:00
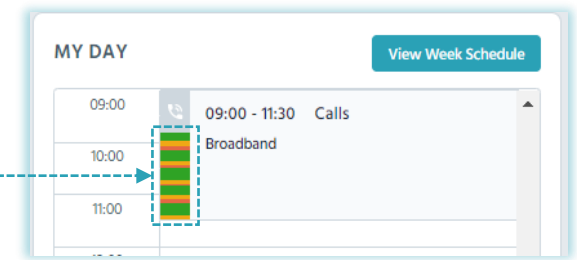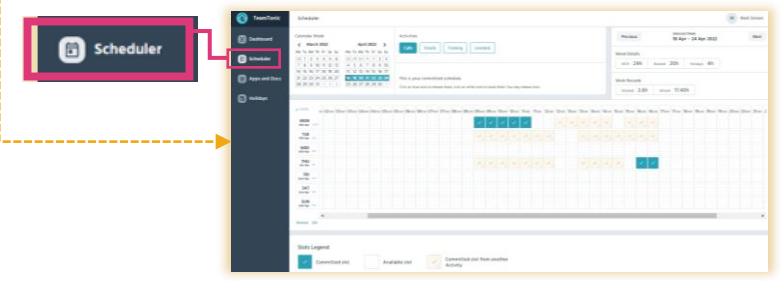
Adherence information for each of your shifts is available by 30 min slot booked – this is for your information only and is dependant on the account (some accounts do not provide real time information). **No Show** will be applied as a default status for slots in the future (or if the account you work on does not provide real time adherence data until this information has been provided by the client).

The **My Day** section is primarily an 'information at a glance' page that provides you a snapshot of your current daily and weekly position, in addition to a summary of your holidays. Although this page exists to provide you with helpful information, it also contains a number of convenience features in the form of quick links to applications for the type of activity you are booked to work, and quick links to other areas of TeamTonic.
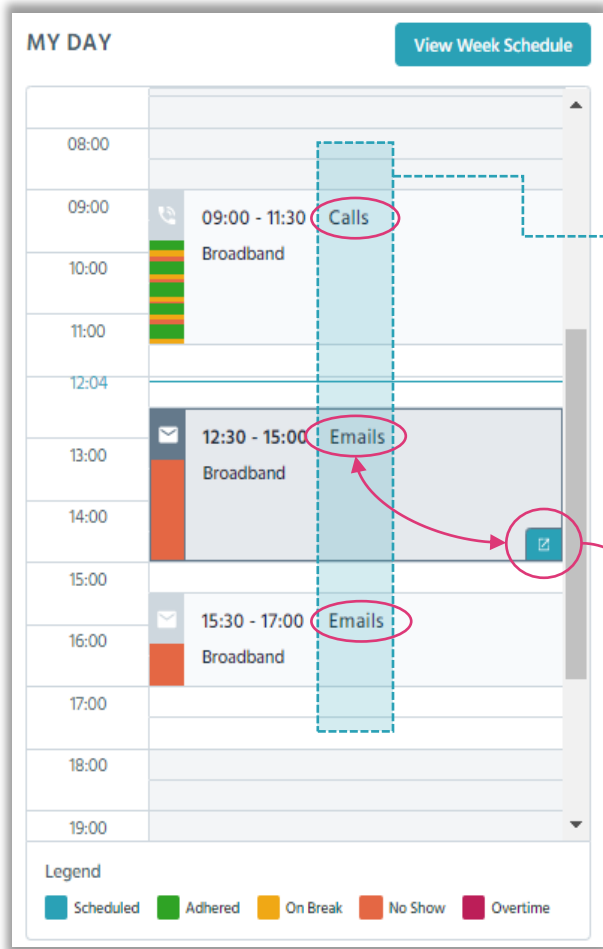

The **type of activity** you are booked into work is displayed **by the side of your shift times**:
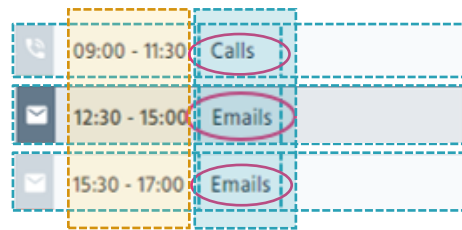
The **account** you are booked into work is displayed underneath your booked shift time (in this example the account name is **Broadband**):
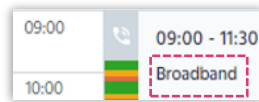
This quick link opens the application you need for the type of work you are booked in for your next or currently bo- -ooked slot, whichever is closest to the current time (in this case 'Email' work). This is a convenience feature as all applications are available via the Apps and Docs page (see the article 'Using the Apps and Docs Page' for further information on this specific page).
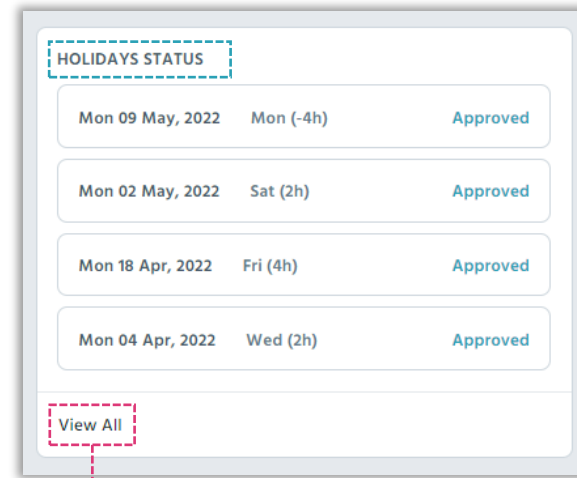
Your most recent holidays are summarised on the Dashboard page within the **Holiday Status** widget. The Dashboard page also provided a quick link to the Holiday page within TeamTonic. To access this page simply select the **View All** button at the bottom of the Holiday Status widget (the Holidays page is discussed in further detail within the 'Managing your Holidays using the Holidays Page article).